

Query Card Transaction History



Application Tip

Card Operators have the authority to complete a card transaction history query.



Application Tip

Query Card Transaction History allows for querying card transaction history, refunding a transaction, printing a receipt for a refund, and reprinting a sales receipt. You may query card transaction history. Search card transactions by **Chain Code**, **Division**, **ALC**, **Merchant ID**, **Invoice ID**, **Date**, and **Transaction Status**.

To complete a card transaction query, complete the following steps:

1. Click the **Card Processing** tab and then click **Card Transaction Query**.
2. The *Card Processing – Query Card Transaction History* page appears. Enter the search criteria you want to query.
 - Under **Search Criteria**,
 - Enter an **Endpoint**, *optional*
 - Enter the **Chain Code**, *optional*
 - Enter **Division**, *optional*
 - Enter **ALC**, *optional*
 - Enter **Merchant ID**, *optional*
 - Enter **Invoice ID**, *optional*
 - Select a **From** and **To Date** range, *optional*



Application Tip

The maximum **Date** range is 30 days.

- Under **Transaction Status**, click the **Processed** or **Refund** radio button, *optional*



Application Tip

A **Processed** payment is a completed payment.

A **Refunded** payment is a payment that has been credited back to a customer.

3. Click **Search**. The Search Results table appears. Click **Count** to display the **Total Records** and **Total Card Amount**.



Application Tip

Total Records are displays showing the total number of records that are displayed from the query results.

- **Total Records** = Captured + Refunded

Total Card Amount displays the total amount value for all the transactions that are displayed from the query search results.

- **Total Card Amount** = Capture – Refunded

4. Click the **Invoice ID** hyperlink of the card transaction details you wish to view. The *View Card Transaction History Details* page displays. Review the details of the selected transaction record.



Application Tip

Additional buttons on the pages help you perform other tasks:

- Click **Refund Transaction** to refund a card transaction.
- Click **Print Sales Receipt** to print a paper receipt.
- Click **Previous** to return to the previous page.
- Click **Return Home** to return to the OTCnet Home Page.



Application Tip

For more information on receipts, refer to the *Card Processing User Guide: Chapter 3: Capturing and Managing Card Payment*. You can also refund a card transaction by clicking **Refund Transaction**.